

INDY VEGA - CCI GROUP

Indy Vega started as a staff interpreter at her local courthouse and fell in love with the language industry. She noticed a need for reliable language service providers as she watched the courthouse struggle, with both unqualified and unreliable interpreters. She eventually decided to quit her job and start her own company, CCI Group. It was a struggle at first, starting the company all by herself with few resources, but it eventually took off and now has 9 full-time employees and over 350 freelancers. CCI Group focuses on a "client-centric" approach, providing interpreting and translation services to the government and private sectors. Indy takes pride in being recognized both by clients as a caring team of experts and by linguists as a great company to work for and hopes to continue this reputation.

"Our main goal is to enable our clients to succeed in a global economy through knowledge and understanding of language and culture." (Indy Vega).

As a new business owner, Indy recognized that it was helpful to bounce ideas off other business owners, to learn more about how to manage a business. The language industry, however, is very unique and comes with its own set of challenges. When she heard of the Association of Language Companies, she was intrigued and first joined out of curiosity, wondering why competitors in the same industry would share knowledge and give advice to one another. Indy says, "[joining the ALC] has turned out to be one of the best investments I've done since I started this venture." CCI Group stuck exclusively to providing interpreting services since Indy didn't know how to manage translation projects. After attending the ALC Conference in Washington DC, she built partnerships and felt more confident taking on translation projects, seeing an

increase of over 25% in less than 6 months.

The ALC has also helped CCI Group increase productivity and get a strong foothold as experts within the industry.

Indy recommends that new members to the ALC do all they can to take advantage of the opportunities they are presented with. She encourages members to participate in every activity, WhatsApp group message, or Facebook group. Experiences such as listening to the webinars and going to conferences have given Indy opportunities to connect with others and learn more about the industry, changing her company vision in ways she never thought possible. The feeling she gets, working with the LSPs she used to work for, has been priceless



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